

**King County Regional Support Network
1999 Prepaid Health Plan Fourth Quarter Report Card
Level 2.6: System Accountability Measures**

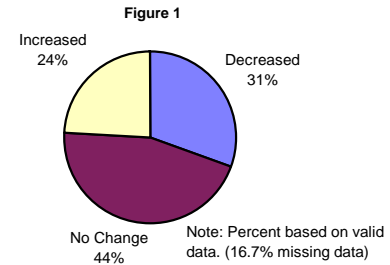
CLIENT OUTCOMES

Q1: Are we able to stabilize or decrease psychiatric symptoms for adults and older adults by benefit end?

A: For 1999, the majority of adults/older adults did have stable or decreased psychiatric symptoms. The percent, however, was lower than in 1998.

75% had stable or decreased psychiatric symptoms in 1999 compared to 76% in 1998.

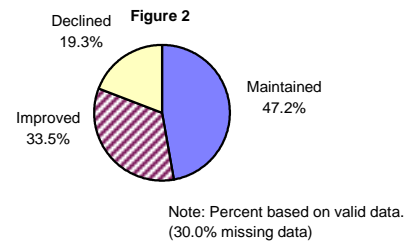
In addition, the percent of clients who had decreased symptoms (31%) was lower than in either 1998 (35%), or 1997 (38%).



Q2: Are we able to maintain or improve the functioning of clients by the time of their benefit ends?

A: We are unable to assess achievement of this outcome for all age groups because of the amount of data unavailable for analysis (missing data).

The percent of unavailable data (30%) has decreased by 5% compared to 1998. This is an improvement although still insufficient to assess the outcome.



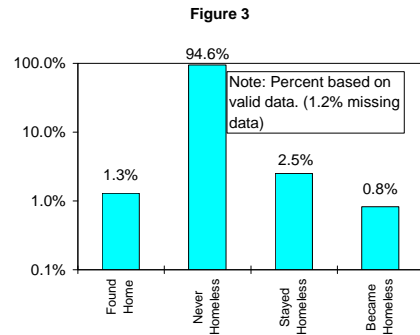
Q3: Are we able to reduce the number of homeless clients?

A: No.

In 1999, 2.5% of clients stayed homeless, an increase from 2.2% in 1998.

Of clients who were homeless at the start of their benefit, 34% found housing by the end of their benefit, the same as in 1998.

The 1999 ratio of homeless clients who found housing to clients who became homeless was 1.6:1, the same as in 1998.

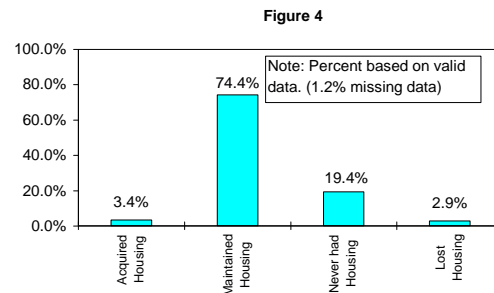


Q4: Are we able to help clients maintain or acquire independent housing by the time their benefit ends?

A: In 1999, the majority of clients did maintain or acquire independent housing. The percent, however, was lower than in 1998.

77.8% of clients acquired or maintained independent housing in 1999 compared to 80% in 1998.

The ratio of clients who acquired housing to those who lost housing was 1.2:1, compared to 1.8:1 in 1998.



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CLIENT OUTCOMES

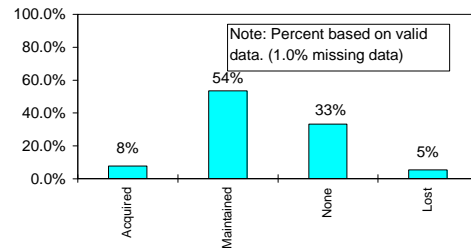
Q5: Are we able to help clients maintain or acquire age appropriate activities by the time their benefits ends?

A: In 1999, the majority of clients did maintain or acquire age appropriate activity. The percent, however, was lower than in either 1998 or 1997.

In 1999, 62% of clients maintained or acquired age appropriate activity compared to 64% in 1998 and 66% in 1997. The percent of clients who had no age appropriate activity (33%) was higher than in 1998 (28%).

The ratio of clients who acquired age appropriate activity to those who lost activity did improve from 1.1:1 in 1998 to 1.4:1 in 1999.

Figure 5



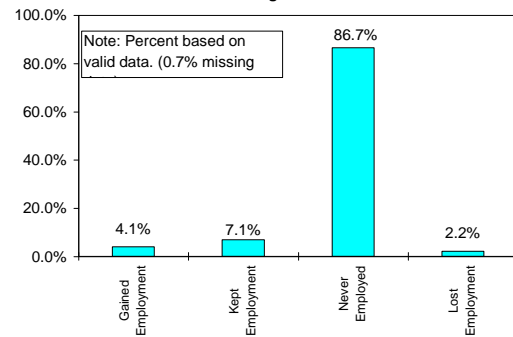
Q6: Are we able to help adults maintain or acquire paid employment by the time their benefit ends?

A: No.

In 1999, 11% of adults maintained or acquired employment compared to 14% in 1998. 4.1% gained employment compared to 6% in 1998.

The ratio of clients who gained employment to those who lost employment was 1.8:1 in 1999 and 1.6:1 in 1998. This is still lower than the ratio in 1997 when it was 2:1.

Figure 6

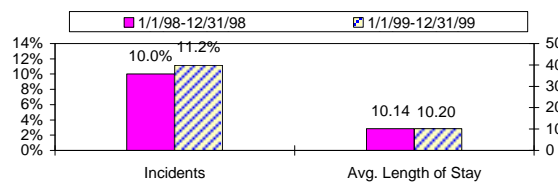


Q7: Are we decreasing the incidents and length of stay of voluntary hospitalizations?

A: No.

Hospitalization incidents in 1999 were 11.2% of expired benefits compared to 10% in 1998. Average length of stay (10.2 days) increased slightly compared to 1998 (10.14 days).

Figure 7



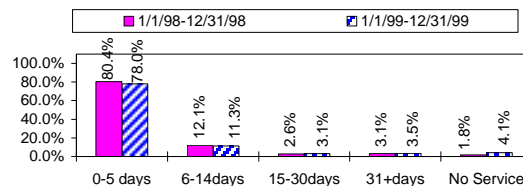
Q8: Are we decreasing the number of days it takes from hospital discharge until a face-to-face mental health service is provided?

A: No.

In 1999, 78% of persons received services within 5 days of discharge compared to 80% in 1998. 89% received services within 14 days compared to 92% in 1998.

The percent receiving no service (4.1%) was also higher than in 1998 (1.8%).

Figure 8



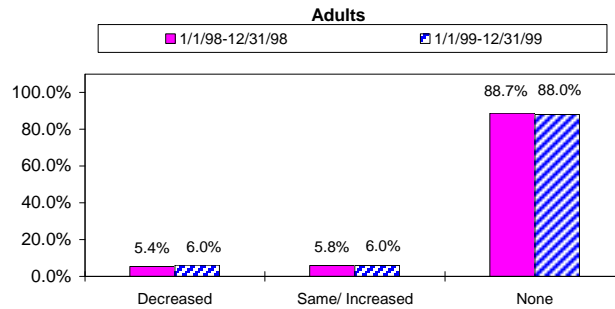
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CLIENT OUTCOMES

Q9: Are we decreasing the rate of incarceration and recidivism?

A: Yes (adults). Juvenile detention data for 1999 are not available at this time.

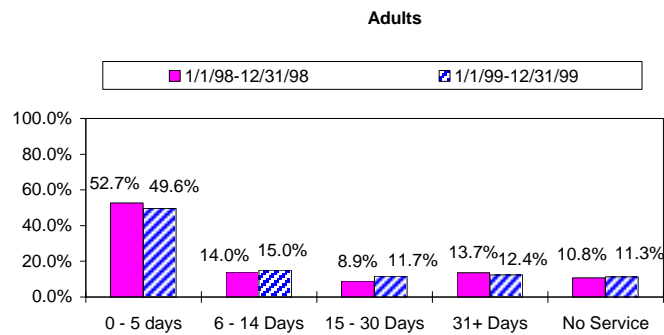
In 1999, 6.0% of adults had decreased incarcerations compared to 5.4% in 1998.



Q10: Are we decreasing the number of days it takes from release from jail until a face-to-face mental health service is provided?

A: No (adults). 1999 juvenile detention data are not available at this time.

In 1999, 64% of adults received a face-to-face service within 14 days of discharge compared to 67% in 1998. In addition, slightly more adults received no services than in 1998.



Unavailable data % vs Previous Year

Report 1 = Psychiatric Symptoms
Report 2 = Level of Function
Report 3 = Homeless
Report 4 = Independent housing
Report 5 = Activity
Report 6 = employment

